

Tompkins County Office for the Aging



***ANNUAL REPORT
2016***

From the Director...



Many people see Tompkins County as a great place to live, work, retire, and age well. That is why the **Age Friendly Community** initiative is such a natural fit for the Tompkins County Office for the Aging. In 2016, the Office for the Aging and our community partners succeeded in having our **Age Friendly Ithaca and Tompkins County Action Plan** was finalized and accepted by AARP. Being a part of this global network helps participating communities like ours become well-designed, livable communities that promote health and social engagement for residents of all ages.

Recognizing the need to reach older adults through various methods of communication, the Office for the Aging launched a **Facebook page and e-newsletter** in 2016. We share our messages routinely through social media, e-newsletter and our website, as well as radio, television and print media.

The Office for the Aging continues to work with our New York State partners to rebalance the long term care system through the implementation of the **NY Connects Program** on the local level. NY Connects provides free, objective information and assistance to people of all ages needing long term services and supports, linking them to home and community-based services. In 2016, our office began to utilize a new statewide client database with the goal of improving data quality while safeguarding client confidentiality.

The Office for the Aging continually stays abreast of local trends affecting older adults, such as the **shortage of affordable, accessible housing for seniors** and the **shortage of home health care workers**. In 2016 we utilized opportunities to inform elected officials about these and other issues and advocate for improvements.

This Annual Report shares the programmatic highlights and the core services provided by the Office for the Aging in 2016. Our work is made possible through **dedicated staff, volunteers, subcontractors and community partners**. It is through these collaborative endeavors that we maintain and publicize a network of home and community based services for older adults in Tompkins County. We thank the Tompkins County Legislature for their ongoing support for our programs, and the community of taxpayers to whom we are responsible.



Autonomy, Dignity, Independence

Our Mission

The mission of the Tompkins County Office for the Aging is to assist older adults to remain independent in their homes for as long as possible and appropriate, and with decent quality of life and human dignity.

Office for the Aging Staff

Caryn Bullis, Part-time Outreach Worker
Marge Dean, Part-time Account Clerk/Typist
Lisa Holmes, Director
Lai Siu Leung, Part-time Outreach Worker
Rae Lobrevia, Part-time Office Assistant
Rodney Maine, Outreach Worker
Susan Martin, Part-time Dietitian
Lisa Monroe, NY Connects Coordinator
Suzanne Motheral, Long-Term Care Ombudsman Coordinator
Eileen Savino, Part-Time Outreach Worker
Katrina Schickel, Part-Time Aging Services Specialist
Dianna Schooley, Part-Time Senior Account Clerk/Typist
Joyce Sharpe, Long-Term Care Specialist
Robert Slocum, Fiscal Coordinator
Samantha Stevenson, Ombudsman Program and Outreach Specialist
David Stoyell, Aging Services Specialist





2016-17 Advisory Committee Members

Betty Balcome	Mary Maynard	Jenny Chai
Rhonda Ketcham	David Robertshaw	Allan Minsky
Regina Gold	Mary Jo Lovelace	John Scott
Charlie Hart	Eugenia Landers	Bill Tomek
Susie Hatch	Eleanor May	

Advisory Committee Liaisons

Melissa Gatch (Health Department)
 Peter Stein (County Legislature)
 Jan Lynch (Finger Lakes Independence Center)
 Yvette Rubio (Tompkins County Public Library)
 Jessica Gosa (Foodnet)
 Lucia Sacco (Lifelong)

Highlights of 2016



Age Friendly Ithaca & Tompkins County

The Office for the Aging leads the Age Friendly Ithaca & Tompkins County initiative, collaborating with educational institutions, municipalities, businesses, non-profits, and many other agencies. In 2016, the Ithaca & Tompkins Age Friendly Action Plan was finalized and accepted by AARP. Implementation began in several areas, including working with the City of Ithaca to create age friendly parking permits, creating a robust social media and outreach campaign on aging services and supports, hosting biannual community discharge planning meetings, recognizing and advocating on behalf of home health care workers, and securing additional funding for respite care for Alzheimer's caregivers.

Awards for Innovation and Leadership

The partnership between Project CARE of the Office for the Aging together with Project Generations of Ithaca College and Cornell University received the first annual **Volunteer Innovations Award** by the New York State Association of Area Agencies on Aging in 2016. Through this town-gown partnership, approximately 80 college student volunteers provide companionship to older adults throughout Tompkins County through weekly home visits.



Eileen Savino, Outreach Worker at the Office for the Aging, was honored by Ithaca Neighborhood Housing Services/Better Housing for Tompkins County as the 2016 recipient of the **Lucy Brown Award for Leadership in the Community**. The award is presented each year to a member of the community who exemplifies a commitment to community and neighborhood, as a voice and advocate for those who have been typically

under-represented, and whose efforts have made a difference in the lives of many and consequently to the benefit of all. Eileen was recognized for her work helping vulnerable low income older adults make needed repairs to their homes.

Highlights of 2016



Supporting Caregivers

In 2016, the Office for the Aging hosted a 2-day Powerful Tools for Caregivers master training class that resulted in 7 community partners becoming certified as trainers in the curriculum. This enables classes to be offered at multiple venues and reach more audiences within Tompkins County. Powerful Tools is a 6-week evidence-based training for family caregivers which demonstrates improved self-care behaviors, management of emotions, self-efficacy, and use of community resources.

Telling Our Stories Oral History Project

The volunteer Working Group on Lesbian, Gay, Bisexual and Transgender Aging which the Office for the Aging convenes, presented two local workshops on Telling Our Stories: Collecting the Oral Histories of LGBT Older Adults. To date, the Working Group has collected 30 oral histories of older LGBT community members.

Senior Living Expo

The Office for the Aging and the Ithaca College Gerontology Institute co-hosted a successful *Senior Living Expo* at the Ramada Inn Ithaca with over 30 local aging and housing providers. Presentations included "Paying for Long Term Care" and "Home and Community Services for Aging in Place." More than 150 community members attended the event.

NY Connects

NY Connects is a cornerstone of New York State's efforts to rebalance the long term care system. NY Connects is a "No Wrong Door" system that provides one stop access to free, objective, comprehensive information and assistance for people of all ages needing long term care. In 2016, the Office for the Aging convened monthly No Wrong Door Implementation Team meetings with community partners in order to streamline intake and referral processes on behalf of clients. Additionally, the Office for the Aging began utilizing a new statewide client database with the goal of improving data quality while safeguarding client confidentiality.

COMMUNITY EDUCATION

Aging Services Network Meetings



The Office for the Aging organizes monthly Aging Services Network Meetings, attended by local aging services professionals and the general public. In 2016, topics included:

- Palliative and End of Life Care Survey Results
- Supports and Services for Grandparents Raising Grandchildren
- Love Living at Home
- Volunteers Connected program at Lifelong
- Tour of Kendal Campus Expansion
- City of Ithaca Parking Pay Stations and Outreach to Seniors
- Pooled Supplemental Needs Trusts to Support Medicaid Home Care
- Trauma Informed End of Life Care
- Age Friendly Action Plan

Collaborations with Educational Institutions

Cornell University, Tompkins Cortland Community College, Ithaca College, and Binghamton University provide student volunteers, interns and work-study students the opportunity to intern at the Office for the Aging. Students serve as friendly visitors in the Project CARE program, help with administrative work and assist with evaluations and publications. Faculty and staff involved with gerontology at Cornell University and Ithaca College regularly share information and expertise with the local aging services network through the Office for the Aging.

In 2016 the Office for the Aging hosted and benefitted from the work of the following interns:

Diana Campbell-Binghamton University	Amy Johnstone-Ithaca College
Justin Rose-Cornell University	Nghi Phan-Binghamton University
Brianna Dixon-Ithaca College	Ngawang Chime-Ithaca College

COMMUNITY COLLABORATIONS



In 2016 Office for the Aging staff members served on several Boards and Advisory Committees including:

- The Health Planning Council Board and Executive Committee
- The Long Term Care Committee of the Health Planning Council
- Visiting Nurse Service Board and Professional Advisory Committee
- Gadabout Board
- Workforce Development Board
- Tompkins County Workforce Diversity and Inclusion Committee
- Tompkins County Public Information Officers Committee
- Coordinated Human Services Public Transportation Planning Committee
- Ithaca College Gerontology Institute Community Advisory Board
- Tompkins County Human Services Cabinet
- Working Group on Lesbian, Gay, Bisexual & Transgender Aging
- Developmental Disability Subgroup of the Tompkins County Mental Health Board
- Project Advisory Committee of the Southern Tier Rural Integrated Performing Provider System under DSRIP
- Depression Conference Steering Committee
- City Of Ithaca Disability Advisory Council

Home Care From the Heart

The Office for the Aging collaborated with the Health Planning Council's Long Term Care Committee to honor and recognize Tompkins County's 300+ home health aides at a community recognition event at the Ramada Inn in November, 2016.



COMMUNITY OUTREACH

In 2016 Office for the Aging staff engaged in outreach and offered services presentations for the following groups and events:

- Tompkins County Employee Benefits Fair
- Board of Realtors Fair Housing Presentation
- Lakeview Housing Services
- McGraw House
- Philanthropic Educational Organization (PEO)
- Ithaca College Retirement Fair
- Senior Living Expo
- Senior Groups located in Newfield and Trumansburg
- Juneteenth celebration at Southside Community Center
- Titus Towers
- Long Term Care Ombudsman Certification Training
- Cornell Vet School Caregiver Presentation
- HIICAP Counselors
- LGBT Oral History Presentation at History Center & Lifelong
- Senior Notebook Television program
- CSEA Retirement Luncheon
- St Catherine's Church Caregiver Panel
- Discharge Planning Discussion Panel
- Finger Lakes Geriatric Education Institute Rural Aging Summit
- Greater Ithaca Activities Center
- Danby Fun Days

TRAINING AND STAFF DEVELOPMENT

In order to remain current in the field of aging, Office for the Aging staff participated in the following trainings in 2016:

FEMA Active Shooter Training, Bed Bug and Protection for Care Providers, Ombudsmanager Training, Oral History Training 101, Compassion Fatigue Training, Peer Place Training, Aging Concerns Unite Us Conference, Powerful Tools for Master Trainers, HIICAP, Lifespan Elder Abuse Training, Advanced Directives, MOLST and eMOLST, Social Media, Aging and Brain Health, Leadership Tompkins, Leadership Institute, Listening Workshop, Pain Workshop, Pain Management, HEAP Training, NYS Systems Advocacy webinar, Resident to Resident Mistreatment webinar, N4A & SAGE webinar on LGBT Aging, Traditional Foods in Skilled Nursing Facilities, Local Behavioral Health Systems, Aging by Design.

ALL OFFICES FOR THE AGING
PLAY A KEY ROLE IN:



Planning

Developing

Coordinating

Delivering

A WIDE RANGE OF LONG-TERM SERVICES AND SUPPORTS
to consumers in their local planning and service area (PSA)

By 2030, **1 in 5** Americans will
be 65 or older.



90%
of adults age
65 and older say
they hope to stay
in their homes
for as long as
possible.²

But to do so, many people will eventually
need some level of service or support to
live safely and successfully in their home or
community.

INFORMATION AND ASSISTANCE



AGE OUT LOUD: MAY 2017

The Tompkins County Office for the Aging is the community's primary source for information and assistance about the array of services available to older adults and caregivers.

✓ Outreach

Through participation at food pantries, health fairs, senior group gatherings, home visits, and many other activities the Office for the Aging and its subcontractors work to bring services to older adults who need them. In 2016, the Office for the Aging had 1085 community outreach contacts with older adults.

✓ Senior Community Service Employment Program

This Federal program is designed to assist income eligible persons age 55 or older with a career transition or a re-entry into the workplace. Subsidized part-time community service placement and training is provided to participants to assist them in returning to the workforce. The Office for the Aging has capacity to enroll 3 eligible individuals through the SCSEP. During 2016, a total of 3 participants were served.

✓ *Senior Circle* Newsletter

The Tompkins County Office for the Aging and Lifelong jointly publish the quarterly *Senior Circle* Newsletter. Mailed to over 10,200 older adults in Tompkins County, the *Senior Circle* is a valuable medium to inform people of vital services and events.

✓ Insurance Counseling

The Federally funded Health Insurance Information, Counseling and Assistance Program (HIICAP) is offered through a contract with Lifelong, with two trained HIICAP counselors on staff at the Office for the Aging and 9 volunteer HIICAP counselors coordinated through Lifelong. Trained HIICAP counselors offer one-on-one counseling as well as group presentations on the various aspects of Medicare, Medicaid, private health insurance, long term care insurance, and prescription drug coverage including Medicare Part D and EPIC. The HIICAP program served 910 individuals in 2016.

LONG TERM CARE ASSISTANCE

Long Term Care Assistance programs provide a continuum of care and supports to seniors and their families. Long term care services range from small, practical supports which help to keep people living in their homes longer, to hands-on personal care in the home, to assistance and advocacy within nursing homes. Long Term Care Assistance Programs include the following:



✓ Personal Emergency Response System (PERS)

PERS is a communication system which links an individual with a call center that can dispatch emergency responders when needed or contact a designated person or persons. This system provides 24-hour-a-day connection for individuals who are frail and at risk of falling or other medical emergency.

PERS units are available for rental through the Office for the Aging. During 2016 a total of 543 seniors utilized PERS machines in their homes in Tompkins County.

✓ Expanded In-Home Services for the Elderly Program (EISEP)

The EISEP Program provides case management, homemaking/personal care and housekeeping/chore services on a sliding fee scale to income-eligible older adults. Case management is offered through contract with Tompkins County Adult and Long Term Care Services, and aide service is offered through contract with Caregivers, Home Instead Senior Care, Comfort Keepers and Stafkings. During 2016, 121 frail elders received case management services, 24 individuals were served with 4,518 hours of homemaker/personal care services, and 72 individuals were served with 6,673 hours of housekeeper/chore services through EISEP. Additionally, under the consumer directed component of EISEP, through a contract with Finger Lakes Independence Center, 28 clients hired their own aides and were provided with 5,110 hours of service.

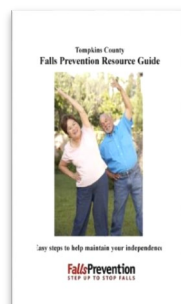
LONG TERM CARE ASSISTANCE



NY Connects
Your Link to Long Term
Services and Supports

✓ NY Connects Long Term Care Services

provides objective and unbiased information about long term care options in Tompkins County to consumers of any age, regardless of income or payer source. In 2016, the Office for the Aging convened monthly Implementation Team meetings of NY Connects partners, including representatives from Finger Lakes Independence Center, Office for People with Developmental Disabilities, Tompkins County Mental Health, and Department of Social Services in an effort to streamline intakes and referral process on behalf of consumers.



✓ The Long Term Care Committee of the Health Planning Council

serves as the NY Connects Long Term Care Council. The Long Term Care Committee plays an active role in ensuring a coordinated local long term care delivery system, identifying needs and gaps in service and recommending system improvements. In 2016, the Long Term Care Committee convened quarterly and sponsored events including a recognition for home health aides and a networking meeting of community discharge planners.



✓ Falls Prevention

Many falls are preventable. Trained outreach staff from the Office for the Aging offer Home Safety Assessments to older adults in the community. During an assessment, fall hazards are identified and remediation is discussed. If necessary, assistance and referrals are provided for issues requiring modification or repair, such as installation of grab bars or railings.

LONG TERM CARE ASSISTANCE



✓ The Registry



The Office for the Aging contracts with the Finger Lakes Independence Center to offer the Registry Program. The Registry is a free service linking individuals in need of in-home help with independent job seekers. The Registry lists jobs for personal care aides, home health aides, elder companions, housekeepers and cooks. The program prescreens and checks references for all caregivers. The family must interview and negotiate the specific terms of employment.



✓ Friendly Visiting

The Friendly Visitor Program of the Office for the Aging matches older adults with volunteers who offer companionship and a chance for sharing time and mutual interests. The Office for the Aging partners with Project Generations Programs at both Ithaca College and Cornell University whose student volunteers are paired with older adults. During 2016, 111 individuals received weekly friendly visits.

✓ Long Term Care Ombudsman Program

The Long Term Care Ombudsman Program works to resolve concerns expressed by, or on behalf of residents of long term care facilities. This is accomplished by recruiting and training community volunteers to visit long term care facilities and advocate on behalf of residents, giving them a stronger voice in their own care and lives. In 2016, there were 6 active certified long term care ombudsman volunteers serving in Tompkins, Schuyler, or Chemung Counties.



SERVICES

Northside Southside Program

The Office for the Aging contracts with Lifelong to offer the Northside Southside Program which serves the historic African American neighborhoods of the City of Ithaca. The program includes regular visits and phone calls to homebound residents, as well as educational and social programming.

Enhance Fitness

The Office for the Aging contracts with Lifelong to offer the Enhance Fitness Program, a series of exercises designed specifically for mature participants. The program consists of one-hour classes meeting three times a week. Classes are socially stimulating while focusing on areas of recognized importance for mature participants.



AGE OUT LOUD: MAY 2017

Legal Services

The Office for the Aging contracts with Legal Assistance of Western New York, (LawNY) for legal assistance with civil matters. In 2016, 25 people received over 162 hours of legal assistance.



Transportation

The Office for the Aging contracts with Gadabout for transportation services for persons over 60 or with disabilities. During 2016, 214 people received 3,300 rides through this contract.



NUTRITION PROGRAM

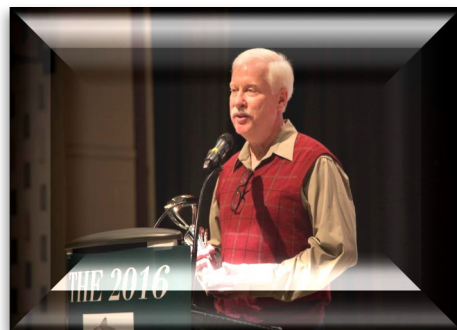


AGE OUT LOUD: MAY 2017

The nutrition program is provided through a subcontract with Foodnet Meals on Wheels and offers meals to older adults, both in their homes, and in congregate settings at four sites in Tompkins County. The nutrition program assures that clients receive nutritious meals and learn healthy nutritional habits through customized education and individual counseling.

✓ Congregate Meals

This service provides older adults with hot noontime meals Monday through Friday, along with an opportunity for social time and links to other health and supportive services. Congregate Meals are offered at four locations in the County: Groton, Lansing, Trumansburg and the City of Ithaca. A voluntary and confidential contribution of \$8 is suggested, but no person is denied a meal if they are unable to contribute. During 2016, 176 people were served 23,056 congregate meals.



Founding Foodnet Director
Stephen Griffin retired in 2016

✓ Home Delivered Meals

This service is provided to Tompkins County older adults who are homebound and/or unable to prepare their own meals. A hot mid-day meal is delivered weekdays, with the option of an additional sandwich meal for the evening. Frozen meals are provided for weekends and holidays. A voluntary and confidential contribution of \$8 daily per hot meal or \$9.50 daily for hot meal and sandwich is suggested, but no person is denied a meal if they are unable to contribute. During 2016, 557 seniors were served 134,781 meals in their homes.



NUTRITION PROGRAM



AGE OUT LOUD: MAY 2017

✓ Nutrition Counseling

Nutritional assessment and counseling is provided to older adults on a one-on-one basis. Foodnet's registered dietitian assists older adults in understanding their dietary needs and restrictions, and provides methods for changing their dietary habits. During 2016, 382 people were provided with 646 hours of nutrition counseling.



✓ Nutrition Education

Nutrition education is provided to Foodnet participants in a group setting, covering topics of interest and emphasizing good nutrition as a component of health.

During 2016, 573 older adults received 4,069 hours nutrition education.



✓ Senior Farmer's Market Nutrition Program

The Office for the Aging distributes coupon booklets from the USDA program worth \$20 to income-eligible households. Coupons are for the purchase of fresh fruits and vegetables at participating NYS Farmers Markets. During 2016, 760 booklets were distributed to seniors throughout Tompkins County.

HOME REPAIR AND ENERGY

Home repair and energy services assist senior homeowners to maintain their homes and live safely, independently and affordably.

✓ Tompkins County Home Repair Program

The Office for the Aging contracts with Better Housing for Tompkins County and Ithaca Neighborhood Housing Services to provide small home repairs for older adults in Tompkins County. Priority is given to repairs related to health and safety. In 2016, the Home Repair Program served 40 older adults with 503 hours of service.

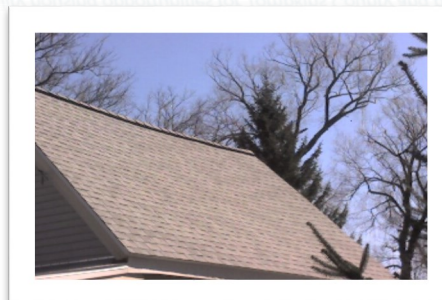
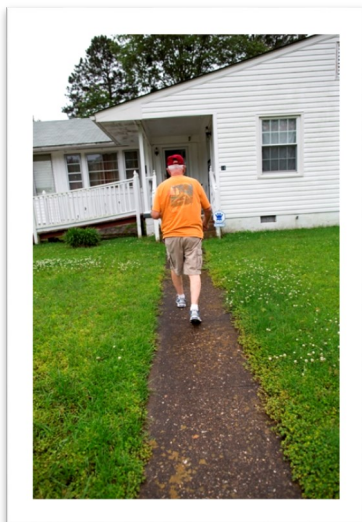


Ithaca Neighborhood
HOUSING SERVICES



BETTER HOUSING
for Tompkins County

Together we are increasing quality housing opportunities for Tompkins County and beyond.



HOME REPAIR AND ENERGY



✓ Home Energy Assistance Program (HEAP)

The Federal HEAP Program offers benefits to income eligible individuals to offset the costs of heating their homes or apartments. During 2016, the Office for the Aging processed 567 HEAP applications for older adults and individuals with disabilities.

✓ Weatherization Referral and Assistance Program (WRAP)

The WRAP Program of the Office for the Aging assists income-eligible senior citizens in addressing home repair needs. The WRAP Program helps the client assess the work to be done, assists with applications and contractors' bids, and coordinates funding from several agencies. During 2016, 51 older adults were served by the WRAP Program.



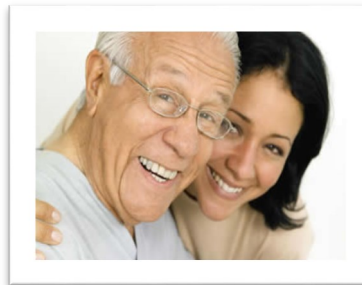
CAREGIVER SERVICES



Family caregivers are an integral component of the long-term care system, and the Office for the Aging strives to support them through a number of services.

✓ Project CARE

Project CARE is an initiative of the Office for the Aging that can help stressed caregivers and the older adults for whom they are caring. The Office for the Aging matches older adults and their caregivers with volunteers who are able to help with a number of tasks including errands, shopping, light housekeeping, yard work, transportation and respite. Volunteers provide opportunities for socialization to those who are homebound and isolated. Additionally, the Office for the Aging contracts with agencies to provide professional respite for older adults with medical needs.



The Tompkins County Sheriff's Office offers **Project Lifesaver**, a radio location device for tracking individuals who wander. The Office for the Aging partners with the Sheriff's Office to refer caregivers of individuals with Alzheimer's Disease or other dementias, as well as autism and Down's Syndrome, to sign up for this important service when needed. Currently, 19 individuals in Tompkins County utilize the Project Lifesaver program.



CAREGIVER SERVICES



✓ Caregivers' Resource Center & Alzheimer's Support Unit

The Caregivers' Resource Center provides:

- Information to caregivers
- Counseling to caregivers
- A lending library of written and digital materials—including local resource guides
- Quarterly *In Support of Caregivers* newsletter
- Workshops on caregiving issues
- Support Group for caregivers of those with Alzheimer's Disease and other dementias.
- Six week Workshop Series: Powerful Tools for Caregivers
- A digital monthly *Dementia Caregivers Bulletin*



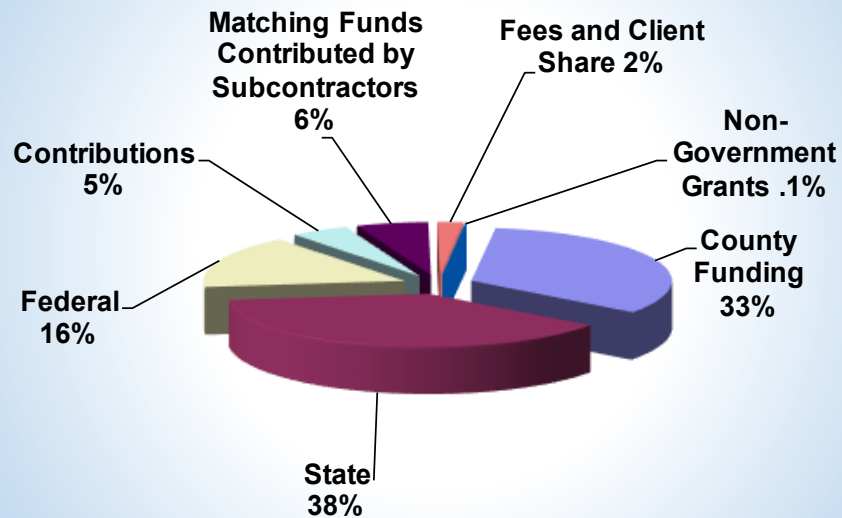
The Caregiver's Resource Center

In 2016, the Caregivers Resource Center offered the following training sessions to the public:

- Safely Assisting with Transferring, Bathing & other Personal Care
- The ABC's of Well-Being: Strategies for Recovering Your Balance and Finding Your Calm Center
- Paying for Long Term Care
- Alzheimer's Disease: The Basics
- Supports for Family Caregivers in Tompkins County
- Legal and Financial Concerns for Caregivers



Tompkins County Office for the Aging Sources of Funding for 2016

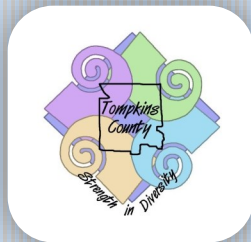


<u>FUNDING SOURCE</u>	<u>AMOUNT</u>
County Funding	\$904,308
State	\$1,034,445
Federal	\$439,372
Matching Funds Contributed by Subcontractors	\$157,979
Contributions	\$128,536
Fees and Client Share	\$55,798
Non-Government Grants	\$3,019
	\$2,723,457



AGE OUT LOUD: MAY 2017

Account Titles	2016 Program
	Totals
Federal Assistance to Caregivers: TITLE IIIE	\$44,542
Federal Employment Service: TITLE V	\$34,515
Federal Health Insurance Counseling Program: HIICAP	\$51,337
Federal Health Promotion: III-D	\$3,568
Federal Home Delivered and Congregate Meals: IIIC	\$551,516
Federal Home Energy Assistance Program: HEAP	\$49,617
Federal Nutrition Services Program: NSIP	\$115,408
Federal Older American's Act: IIIB	\$240,808
NYS Balancing Incentives Program: Care Transitions	\$13,027
NYS Balancing Incentive Program: Caregiver Services	\$5,059
NYS Balancing Incentives Program: NY Connects Expansion &	\$223,197
NYS Caregivers Resource Centers: CRC	\$26,071
NYS Community/Congregate Services: CSE/CSI	\$234,487
NYS Direct Care Worker Program	\$44,624
NYS Expanded In-Home Services for the Elderly: EISEP	\$479,671
NYS Long Term Care Ombudsman Program: LTCOP	\$153,994
NYS NY Connects	\$44,798
NYS Wellness in Nutrition Program: WIN	\$339,447
Personal Emergency Response System: PERS	\$41,560
Weatherization Referral Assistance and Packaging: WRAP	\$26,211
Totals	\$2,723,457



Tompkins County Office for Aging
Human Services Annex Building
214 W. Martin Luther King Jr./State St.
Ithaca, NY 14850
(607) 274-5482
<http://tompkinscountyny.gov/cofa>

